

## SC DMH Client Advocacy Report June 2012

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	15	119
Harris	8	72
Morris Village	1	18
Hall	3	43
Tucker	7	29
Forensics (GEO & Bldg. 1)	21	126
Mental Health Centers	28	166
<b>Total</b>	<b>83</b>	<b>573</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	58	1007
Information, Referral & Other Assistance <sup>1</sup>	13	63

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	51	8	24	11	83
2) Admission & Discharge	79	36	4	23	119
3) Information & Advocacy	15	14	4	3	33
4) Physical Environment	11	8		4	19
5) Inpatient Rights	97	46	2	20	145
6) Personal Property & Money	37	24	13	9	74
7) Confidentiality & Consent	9	4	13	1	26
8) Treatment	41	13	125	30	179
9) Other Rights Issues	14	6	21	5	41
<b>Total<sup>5</sup></b>	<b>354</b>	<b>159</b>	<b>206</b>	<b>106</b>	<b>719</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	6	3	1		10
b. Excessive Restraint, Seclusion & PRNs	5			1	5
c. Sexual Abuse		1		1	1
d. Verbal Abuse or Violations of Dignity	28	4	20	9	52
e. Neglect	10		1		11
f. Financial Exploitation	2		2		4
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	49	15		15	64
b. Community Placement (where)	17	8	3	6	28
c. Periodic Court Review	4	4	1	1	9
d. Questions, Education & Other	9	9		1	18
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	8	9	1	2	18
b. Access to Legal Resources	5	5	2	1	12
c. Questions, Education & Other	2		1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5	4		2	9
b. Linens, Clothes & Toiletries	4			2	4
c. Disrepair of Physical Plant	1	2			3
d. Cleanliness of Facilities	1	2			3
<b>5) Inpatient Rights</b>					
a. Privacy	4	2			6
b. Safety	7	3	1	3	11
c. Freedom, Privileges & Fairness	43	13	1	7	57
d. Communication	15	15		3	30
e. Health Care	28	13		7	41
<b>6) Personal Property &amp; Money</b>					
a. Property	20	11	1	5	32
b. Money, Entitlements, Rep. Payee	12	11	1	3	24
c. Billing Issues	1		9	1	10
d. Other Non-DMH Issues	4	2	2		8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	3		6	1	9
b. Breach of Confidentiality	4	1	5		10
c. Issues of Consent, Confidentiality, etc.	2	3	2		7
<b>8) Treatment</b>					
a. Eligibility for Services	3		25	5	28
b. Accessibility to Staff & Treatment	3	3	42	8	48
c. Individualized, Client-Driven	29	7	57	16	93
d. Right to Refuse Treatment	6	3	1	1	10
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		2	1		3
b. Religion	3	1			4
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	3		10	1	13
f. Legal assistance for Non-DMH issues	8	3	10	4	21